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**ADDENDUM  
CITY OF AUSTIN, TEXAS**

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**Solicitation: RFP 5600 GAZ3010REBID      Addendum No: 1      Date of Addendum: 6/29/21**

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This addendum is to incorporate the following changes to the above referenced solicitation:

**I. Clarifications:**

- 1) Project Budget: The City does not have a projected budget to share at this time.
- 2) Go-Live: The City does not have a specific go-live date for the solution at this time. However, the City is expecting a go-live within 9-12 months of solution selection.
- 3) Request for Information (RFI): No RFI was issued by the City related to this RFP.
- 4) Prior Solution Demos:

The City began looking into the general state of available real estate solutions prior to the decision to pursue an RFP for a comprehensive offering.

The City requested demos from the following vendors:

- Accruent
- IBM TRIRIGA – *Not viewed; requested, then canceled once it was decided we would proceed with an RFP*
- Infor
- MRI Software
- RealMassive

The City is listing demonstrations sought or viewed specifically by the Office of Real Estate Services (ORES) during the previous two-years.

**5) Expected User Types and Counts:**

- 50x Core End-Users – City employees that will be using the system on a daily basis to perform their work functions. Depending on the solution structure, we would consider these standard licensed users. The breakdown by department and area are as follows:
  - a. 10x Acquisitions
  - b. 2x Administrative (Not IT)
  - c. 3x Appraisals

- d. 2x Financial Services
  - e. 4x Leasing
  - f. 9x Supervisors and Leadership
  - g. 5x Support Services
  - h. 15x Other City Department End-Users
- 15x Core Administrators – City employees that will be managing and administering the system. Depending on the solution structure, we could consider these high-tier licensed users. The department acknowledges this may appear to be a large number of administrators, but this is necessary until the solution's roles and responsibilities are fully defined for City employees during implementation.
  - 300x External Users – City employees and third-party users (e.g., property owners, real estate agents, etc.) that will need to access the "public portal" to view invoices, submit workorders, and to track other system support processes. Depending on the solution structure, we would consider these unlicensed/no-cost registered users.

#### 6) Existing Data:

The City's essential data consists of roughly 7,000 property and easement records, as well as 300 lease agreements (current and historic).

The property and easement records contain details such as the physical street address, associated agents (City employees and third-parties), subplots, City steward department(s), owning department(s), square footage, various deadline dates, notes, etc.

The data is spread across existing enterprise systems, small SQL-based databases, and Excel workbooks.

The City's requirement for a professional services team to assist with data migration is based on the expected need for assistance in preparing and migrating current and historic data from existing sources into the REMS.

#### 7) Property and Lease Breakdown:

The City has roughly 4,300 fee-simple properties and 2,700 non-fee-simple assets, for a total of approximately 7,000 items.

The major types/categories consist of:

- Fee Simple
- Fee Simple Sub-Types - Parkland, Open Space, Balconies Canyonland Preserve
- Leasehold
- Easement (Various sub-types of utility easements)
- Temporary easement (Various sub-types)
- Conservation Easements
- Water Quality Easements

The City has roughly 300 leases between active and expired (historic):

- Acquisition (Office, Warehouse, Parking, Boat Slips, Hangar, Stable, Labs, Clinics) - 58
- Revenue (Ground, Retail, Restaurant, Telecom/Fiber, Antennae Tower) – 45

- Nonprofit (Ground, Clinics, Community Centers, Retail, Office) – 24
- Temporary Use (Film Production, Ground, Warehouse) – 20
- Interlocal (Emergency & Safety Facilities, Homeless Shelter, Clinics, Community Centers, Antennae Tower, Parking, Ground) – 32
- Special Projects (Property Acquisition/Disposition, ProLodge & IsoFac Facilities, Temp Facilities) – 22
- Expired (Historic) Leases – 100

8) Transactions Per Year:

Generally speaking, there are too many factors that affect City real estate and leasing transactions to provide a reliable count for a given period of time.

To provide a base number for respondents, the city had approximately 115 acquisitions and 20 lease executions during 2020.

9) Real Estate Report Samples:

To clarify the department's reporting needs, core reports currently used by the department are listed below:

- Eminent Domain – Request for Council Action
- Monthly Report – New
- Property Agent Workload
- Property Agent Workload In Design
- Current Leasing Assignments by Agent
- Lease Expiration Report

Examples (complete and partial) of each report will be provided on the RFP website, although data in the reports data may be scrubbed or redacted as necessary.

Additionally, please note that the City expects solutions to support basic reports such as a list of all City-owned properties, leases, etc.

10) Training Expectations:

The City expects vendors to provide essential training for two primary user groups:

End-User Training

For City employees that will be working with the system on a daily basis to fulfill their regular responsibilities. Training should cover accessing the system, navigation, performing basic functions, running defined reports, and other key features of the software.

Administrator Training

For City System Administrators and advanced users who will be working with and managing the solution. Training should cover core system administration, maintenance schedules, data management (e.g., backups, restores, error tracking), report management and customization, as well as basic system navigation and use.

Training should be run as one or more virtual workshops for both groups with live demonstrations. All sessions will be recorded and provided to the City for its internal use only.

The vendor must provide current comprehensive training materials, including by not limited to end-user guides, administrator guides, and other technical documentation (e.g., API guides, data dictionaries, etc.). All materials must be available for reprint by the City for its internal use.

11) Mobile Support:

The City expects that its end-users and external users (i.e., basic licensed and unlicensed registered users) will have access to the following through their mobile devices, such as smartphones and tablets, either via a mobile-friendly website (preferred) or dedicated multi-platform app:

External Users (Unlicensed Registered)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)

End-Users (Licensed)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)
- Access to view and search through City real estate inventory
  - Not required, but preferred – Limited ability to add and update entries, restricted via account controls/permissions
- Access to view and search through City leases and agreements
  - Not required, but preferred – Limited ability to add and update entries, restricted via account controls/permissions
- Limited access to dashboards and reports

12) Existing Solution Information:

IBM Maximo

Currently, IBM Maximo serves as the system of record for tracking City-owned fee-simple properties.

The solution has been in active use for approximately two and a half (2.5) years.

Lease Payment Tracking

Lease payments are tracked using Microsoft Excel spreadsheets and the payments are captured by the department's Finance Team in an internal City system.

13) Capital Project Tracking:

The City does not expect that a new solution will specifically support Capital Project tracking. However, as detailed in the Scope of Work, general project management and tracking functionality is a requirement for proposed solutions.

II. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

ACKNOWLEDGED BY:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**